



# Team Leader Course Brochure

---

2 Day Practical Workshop



## Contents

Course Overview.....	2
Why Choose DCM Learning .....	3
Course Objectives & Benefits.....	4
Course Content.....	5
Trainer Profile.....	6
Who We Work With .....	8
Contact Details .....	9



# The Right Fit.....For You

**Team Leaders have a significant effect on the sustainability of improvements made in the workplace. Our team leader training concentrates on the key skills team leaders need to lead effectively.**

Our two day **Team Leader** course has been designed to **enhance the soft skills of management staff** and help them become **more confident and competent in all areas** that are central to their role.

This course will **examine the key aspects of people management** and provide practical guidance on how to take a holistic approach to improving team performance.

All of our courses **place a strong emphasis on employee engagement**. At the end of the training, each learner will have a **better awareness of themselves, their work environment and their team**. They will have identified their management style and key areas to work on to become a more effective manager.

The course is **highly interactive and utilises real life insights** and practical everyday business examples. Course topics include the **dynamics of teams, factors involved in building a strong team, managing different personality styles within a team, communicating effectively and how to support individual team members**.

*"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."*

**Marcin Cesarz, Lead Business Analyst, AIB**



*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose Our Team Leader Course

DCM Learning's Team Leader course has been designed to enhance the soft skills of management staff and help them become more confident and competent in all areas that are central to their role. It examines the key aspects of people management and provide practical guidance on how to take a holistic approach to improving team performance.

## Specific reasons to choose this course:



**Experienced:** We have trained over 253 individuals successfully in Team Leader Skills over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered the Team Leader programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann  
Central Bank of Ireland  
Eurosystem



INTERNATIONAL





# Team Leader Course Outline

## COURSE OVERVIEW

This two day course has been designed to examine the key aspects of people management and provide practical guidance on how to take a holistic approach to improving team performance. The course is highly interactive and utilises real life insights and practical everyday business examples.

This course has been designed to enhance the soft skills of management staff and help them become more confident and competent in all areas that are central to their role.

Course topics include the dynamics of teams, factors involved in building a strong team, managing different personality styles within a team, communicating effectively and how to support individual team members.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand their role as a team motivator
- Have gained valuable ideas on how to improve the performance of their team
- Have the skills needed to monitor and evaluate performance on an on-going basis
- Understand the critical role communication skills will play in building and maintaining a team atmosphere
- Have a clear strategy for handling under-performers
- Have a personal action plan to apply learning back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: THE ART OF EFFECTIVE TEAM MANAGEMENT AND LEADERSHIP

- What is required of you? Your role and responsibilities.
- Understand the role and characteristics of a successful leader
- Recognising and reviewing your personal style of leadership
- Assessing the key leadership skills

## TOPIC 2: MANAGING FOR PERFORMANCE

- Self-assessment of your own leadership style
- Link between motivation and performance
- Coaching for performance - enhancing your skills
- Monitoring and evaluating performance
- Praising and celebrating good performance

## TOPIC 3: IMPROVING TEAM DYNAMICS

- Examining the key building blocks of high-performance teams
- Defining roles and responsibilities - creating a team charter
- Communication - encouraging an open and inclusive team culture
- Common team problems - dealing with difficult situations quickly
- Establishing and building trust within the team



# Course Content

## TOPIC 4: MANAGING UNDER PERFORMERS

- What constitutes poor performance - lack of ability versus low motivation
- Enhancing ability
- Improving motivation
- Handling difficult people fairly and assertively
- Disciplinary and grievance procedures



## Andrew Woods

### Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

---

*"Just a little note to thank you Andrew for your support with organising and running the training here in Sidetrade. I really enjoyed the session and the feedback I've received is amazing."*

**Niamh Noonan, HR Partner, Sidetrade**





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Team Leader training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

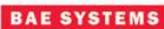
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



## Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

- ☎ 01 5241338
- ✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
- 📍 Guinness Enterprise Centre

**CORK**

- ☎ 021 2429691
- ✉ [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)
- 📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

- ☎ 041 9865679
- ✉ [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
- 📍 24 Laurence Street  
Co. Louth